



# xT911 Quick Reference Guide

## Log into/out of the Automatic Call Distributor (ACD)

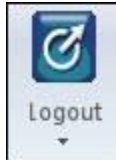
### To automatically log into assigned ACD queues (To receive calls)

- On the **Home** tab, in the **ACD Features** group, click the **top half** of the **Login** button.



### To log into selected ACD queues

- Click the **bottom half** of the **Login** button and select the queue(s) to log into. Click **Login to Selected Queues** (or the **Login** button).



### To log out of the ACD

- After logging into the ACD, the **Login** button will change to **Logout**. Click **Logout** to log out of the ACD. You will no longer receive calls.

## Busy - Unbusy Your Station

- On the **Home** tab, in the **ACD Features** group, click **Busy** to change your status.



If the circle is green, your status is Available. If it is red, your status is Busy and you will not receive calls.

## Mute Your Voice

(Caller cannot hear you, but you can hear the caller)

### Call Manager

- In the row of Call Control buttons within **Call Manager**, click the **Mute** button. Click the **Mute** button again to turn off mute.



### Home tab (Microphone button)

- In the **Volume** group, click the **top half** of the **Microphone** button. Click the top half of the **Microphone** button again to turn off mute.

## Answer a Call

### To answer a call at your station

- In the flashing ringer dialog box, click **Answer** or click anywhere inside the flashing **911** circle. You can also use the **Enter** buttons, space bar, or the appropriate F button on your keyboard depending upon your configuration.



**Note:** Picking up a call will automatically put your current call on hold, so you can quickly switch from one call to another.

## Release a Call



### Call Manager

- In the row of Call Control buttons within **Call Manager**, click the **Release** button.

### Home tab

- In the **Call Control** group, click the **Release** button.

**Note:** If there are only two call participants, then the call is terminated. If there are more than two participants, only **you** are removed from the call.

### To release a call participant

- In the **Call Manager**, click the **Release** button for the participant you want to release.



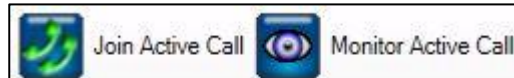
## Ring Back a Call



To quickly ring back a call:

- Select a call from **Active Calls**, the **ALI** panel, or **Call History**.
- Click the **Ringback Call** button, or rightclick and select **Ringback Call**.
- This can be done for the following:
  - The call displayed in the **ALI Display**
  - Abandoned Calls** that are displayed in the **Active Calls** panel
  - Previously completed inbound, outbound, and abandoned calls in **Call History**

## Join or Monitor an Active Call



### From Active Calls

- Select a call, click the **Join Active Call** or the **Monitor Active Call** button, or right-click and select **Join Active Call** or **Monitor Active Call**.

### From Stations

- Select the station that is connected to the call you want to join. Click the **Join Call** or the **Monitor Call** button, or right-click and select **Join** or **Monitor**.

**Note:** Your microphone is set to **Mute** while **Monitoring** a call. **Join** makes you an active participant. To switch quickly from **Monitor** to **Join**, unmute your microphone.



# xT911 Quick Reference Guide

## Dial a Call using Dial Pad

### To manually dial out a call:

- On the **Home** tab, in the **Call Control** group, click the **Dial** button. The **Dial Pad** will display.

Enter the number you want to dial and then click **Dial** or press ENTER. You can click the buttons on the **Dial Pad** or use the keyboard.

Mute tones from caller will mute the DTMF tones from the caller.



## Put a Call on Hold



### Call Manager

- In the row of Call Control buttons within **Call Manager**, click the **Hold** button.

### Home tab

- In the **Call Control** group, click **Hold**.

### To pick up a holding call

- If there is more than one call on hold in the **Call Manager - Lines** section, select the holding call.
- Click the **Pickup Holding Call** button in **Call Manager**, click the **Hold** button in the **Home** tab – **Call Control** section, or double click on the call in the **Call Manager - Lines** section.

## Park a Call



### Call Manager

- In the row of Call Control buttons within **Call Manager**, click the **Park** button.

### Home tab

- In the **Call Control** group, click the **Park** button.

### To pick up a parked call

- In the **Active Calls** panel, select the call and either click on **Answer Call** or right click and select **Answer Call**.



## Merge

### To merge calls:

- Place a call on Hold or Park
- Answer another incoming call or place an outbound call
- In the **Active Calls** panel, the **Merge** icon will be visible on the Held/Parked call.

Click **Merge**, the result is similar to a conference with the two callers and the calltaker all on one call.



## Conference a Call

### To conference an STA

- In the **STAs** window, click **#** for the appropriate agency.

### To conference a contact

- In the **Contacts** panel, select a contact. Click the **Dial Contact** button or right-click and select **Dial Contact**.

**Note:** Enter text in the **search field** to filter for the desired contact.



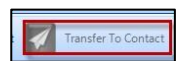
### To conference in a station

- In the **Stations** panel, select a station. Click the **Call** button or right-click and select **Call** or double-click the station.

### To conference using the Dial Pad

- Open the Dial Pad, enter the number to **Conference** the call to, and select **Dial** on the Dial Pad or **Enter** on the keyboard.

## Transfer a Call



### To transfer a call to a contact

- In the **Contacts** window, select a contact. Click the **Transfer to Contact** icon, or right-click and select **Transfer to Contact**.

### To transfer a call to an available station

- In the **Stations** window, select an available station. Click the **Transfer** button or right-click and select **Transfer**.

### To transfer using the dial pad

- Open the Dial Pad, enter the number to **Transfer** the call to, and select **Transfer**.

**Note:** You do not have the opportunity to speak with the dialed party when using **Transfer**.